

Heather's Home From Home Childminding Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
11 December 2025

Service provided by:
Heather Scott

Service provider number:
SP2023000192

Service no:
CS2023000302

About the service

Heather Scott operates Heather's Home from Home Childminding from their family home in East Kilbride, South Lanarkshire.

The childminder is registered to provide a care service to a maximum of six children aged up to 16. Numbers are inclusive of members of the childminder's family.

The children have the use of a playroom, living room and kitchen on the ground floor. The bathroom is on the upper floor. Children have access to an enclosed back garden.

The service is close to nurseries, schools and public transport links.

About the inspection

This was an unannounced inspection which took place on Thursday 11 December 2025 between 16:15 and 19:30. The inspection was carried out by one inspector from the Care Inspectorate. There were two children attending the service, plus two of the childminder's own children. The childminder had six children on her roll.

To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service, we:

- spoke/spent time with two children using the service and spoke to their families
- received feedback from five parents who completed our questionnaire
- spoke with the childminder
- assessed core assurances, including the physical environment
- observed practice and daily life
- reviewed documents.

Key messages

- The children were relaxed and happy and had fun as they played.
- The childminder provided a good range of toys and activities that were easily accessible to the children. This encouraged child-led play and gave the children freedom to make choices. It helped build their confidence and nurtured their curiosity.
- The childminder had formed very good relationships with children and their parents.
- The childminder had created a warm, homely, cosy environment where children could play, relax and have fun.
- The childminder had undertaken a range of training which linked to the needs of the children as well as her own personal learning and development.
- The childminder should continue to develop her range of resources to support and enhance the children's play and curiosity.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

Leadership	5 - Very Good
Children thrive and develop in quality spaces	4 - Good
Children play and learn	5 - Very Good
Children are supported to achieve	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

Leadership 5 – Very Good

Quality indicator: Leadership and management of staff and resources

We found major strengths in this aspect of the setting's work and identified very few areas for improvement; therefore, we evaluated this quality indicator as very good.

The childminder had a set of aims and objectives. These outlined how the service would operate and the childminder's core values. For example, the childminder aimed to provide: "A happy and fun service for the children with a range of activities and experiences." And to provide: "a safe, happy environment in which parents/carers will feel comfortable and confident to leave their children."

We spent time with the childminder and the children, and observed that they experienced an environment and care that was underpinned by these aims and values.

The childminder used settling-in times to get to know the families and children. She planned how she would meet their needs, wishes and choices based on these sessions. We found that the childminder was experienced and confident in her role. She cared deeply about the children and families using the service and worked hard to build positive relationships from the start. A parent told us:

"Myself and Heather have a really good relationship. Heather listens to me and how I feel about the care given to my child. Heather is open and confident in her work and she is willing to have a chat about anything whenever needed."

We found that the childminder's ethos of their service was clearly based on principles of high-quality childcare and learning, active engagement with children and their families and a strong culture of quality.

The childminder had identified areas for improvement through good self-evaluation processes. This included feedback from children and parents. They reflected on their training, knowledge and skills. From this, the childminder developed an improvement plan. The childminder held an HNC in Early Education and Childcare and had undertaken a range of training and learning experiences. This included child protection, paediatric first aid, child development and block play. This learning strengthened their skills and knowledge, helped them build positive relationships and supported the wellbeing of children.

The childminder valued parents' views and maintained regular contact with them. They used both formal and informal communication to share information. This approach allowed parents to influence the care their children received and ensured their feedback shaped the experiences provided for the children. A parent told us:

"Heather communicates well with us in person and via text messages. She regularly suggests ideas to improve her service and welcomes our suggestions."

The childminder supported children's learning and development by listening to them and observing their interests. They used these ideas to plan activities and outings. The childminder had built strong, positive relationships with children and families. This approach helped children feel confident and supported in their learning.

Overall, we found that the childminder had reflected on their practice and used training and best practice guidance to improve their service. Their ongoing evaluations and improvements were well-planned and focused on meeting children's individual needs, and enhanced the service. The childminder created a caring and responsive environment where children felt secure and happy and thrived.

Children thrive and develop in quality spaces 4 - Good

Quality indicator: Children experience high quality spaces

We evaluated this key question as good, as several strengths positively impacted outcomes for children and clearly outweighed areas for improvement.

We found that the childminder had created a comfortable, welcoming and homely environment where children could play and relax. There was good natural light, with ample space for children to move around, have fun and learn. We saw that the home was bright and clean. Safety measures were in place. These approaches helped ensure that the house was safe, secure and well-maintained. This gave a strong message to children that they were valued and mattered. Parents told us:

"Heather's house is a safe and welcoming environment and she makes it so much fun."

"Heather is always so welcoming, she has a lovely home from home feel about her house. She makes drop offs and pick ups so easy by keeping things at her house for each child."

Children had access to the living room and playroom. These areas offered opportunities for creative play and social interaction. Children moved freely between the living room and playroom, demonstrating confidence and independence in their environment.

We saw that the children influenced and shaped their experiences. They directed their play, selected their toys, made choices and acted independently within safe boundaries. The childminder listened to the children, responded warmly to them and respected their views.

The childminder kept the children safe while still providing them with opportunities for challenging and enjoyable play. She balanced safety with positive risk-taking which helped children build confidence and resilience.

The childminder provided the children with a good range of activities and experiences that were both fun and challenging. We saw that the children were fully engaged, happy and joyful. This reflected their current interests. The childminder should continue to develop their range of toys.

A parent said: "Heather will often have themes for messy/sensory play depending on the time of year. My little one loves something new."

Children had regular opportunities to play outdoors and get fresh air. The childminder had fixed her fence in the back garden. There was a good range of toys and equipment to challenge and enhance the children's play experiences.

The childminder kept a daily record of the number of children attending the service. She had a set of risk assessments for her home and outdoor activities. This helped her to reduce risk and make the environment safe for children.

The childminder had policies and procedures in place to help reduce the spread of infection and keep the children in her care safe. We saw that the home was clean, tidy and in good decorative condition. Hand-washing and nappy-changing procedures were in place. Personal care given to children respected their privacy and dignity. The childminder had appropriate personal protective equipment (PPE). These approaches helped her to support good infection prevention and control practices.

The childminder was registered with the Information Commissioner's Office (ICO). They had procedures in place that supported them in keeping the children's personal information confidential and secure.

Children play and learn 5 – Very Good

Quality indicator: Playing, learning and developing

We found major strengths in this aspect of the setting's work and identified very few areas for improvement; therefore, we evaluated this quality indicator as very good.

The childminder provided a service which put the children at the centre of what they did. The easily accessible toys and interesting activities were tailored to match the children's ages, stage of development and interests.

Children confidently selected toys, games and books that interested and challenged them. They enjoyed playing with the toys, for example, a child was happily singing to themselves as they played with the cars. Another child enjoyed arts and crafts and moved around the playroom, choosing different activities. The children received lots of praise, warmth and encouragement from the childminder.

The childminder had pictures of the children participating in a wide range of activities both indoors and outdoors.

The childminder encouraged children's independence through a range of interesting activities. Children really enjoyed their play. The activities were chosen and led by the children. These actions demonstrated that the childminder knew the children very well, knew what they like to do and genuinely cared for them.

The children had lots of opportunities for fresh air and physical play. They went regularly to parks, a playgroup and other places of interest. They also used the well-resourced and enclosed back garden. This showed us that they had interesting experiences within the home and community. A parent shared:

"Our child gets to go outside, experience new things, goes to toddlers where she gets to interact with adults and children, we have felt this has really brought on speech, it's been amazing."

"... Even on a wet day, Heather will wrap them up in their puddle suits and wellies so they can have fun in the rain."

Personal plans reflected each child's interests and needs. The childminder used this information to help plan the next steps in the children's learning and adapted activities accordingly. This was linked to the SHANARRI indicators: safe, healthy, achieving, nurtured, active, respected, responsible and included. The approach underpinned the care and support given by the childminder to the children. The childminder kept records and shared this information with families.

A parent told us: "Heather communicates well with us and provides updates on our child's daily care and development plan."

Children are supported to achieve 5 - Very Good

Quality indicator: Nurturing care and support

We found major strengths in this aspect of the setting's work and identified very few areas for improvement; therefore, we evaluated this quality indicator as very good.

We found that the childminder had very good processes in place which helped them get to know the families and children, as well as their individual needs and routines. The childminder was flexible with how children settled. They offered individual settling-in time based on their needs. For example, developing individual books about the child to help them settle, and a book showing the child's first week with the childminder. This approach helped the children and their families begin to build positive relationships with the childminder as they got to know one another.

The children were very happy and relaxed. We saw they were engaged in a range of interesting activities and really enjoyed being with the childminder. The childminder praised, encouraged, listened and chatted with them as they played. The childminder understood the individual needs of the children in their care and responded to them with warmth and kindness.

The childminder kept parents involved by chatting with them during drop-off and pick-up and stayed in touch through text messages and WhatsApp. These regular updates helped parents feel connected and celebrated their child's progress and achievements. Parents told us:

"Heather always keeps us up to date with what our little one has been up to during that day. The children are often at Bookbug and toddlers, which my little one loves!"

"Our childminder has been fantastic, keeping us in the loop constantly and makes our child and us feel welcome on pick up and drop offs. We also get a message at night to let us know more about what happened throughout the day."

The childminder had a medication procedure in place. This helped ensure that she stored and administered medication safely to the children she was caring for.

We viewed a range of information that comprised each child's personal care plan. This helped the childminder support the children and take account of their needs, wishes and choices. Parents were involved in reviewing and updating their child's plan. The regular sharing of information between the childminder and parents helped keep the children's individual needs up-to-date. A parent told us:

"Heather communicates well with us and provides updates on our child's daily care and development plan."

The childminder understood the importance of sleep and rest for children's development and wellbeing. They followed safe sleeping practices which helped keep children safe. Regular discussions with parents about their child's sleep or rest supported each child's needs and respected the family's wishes.

The childminder was mindful of the children's dignity and privacy when attending to their toileting needs. Handwashing and nappy-changing procedures were in place. The childminder had appropriate personal protective equipment. These approaches helped her to support good infection prevention and control practices.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support a clean, safe and hygienic environment and to ensure children's safety and wellbeing, the childminder should ensure they follow their risk assessments prior to minded children attending the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.24).

This area for improvement was made on 26 February 2025.

Action taken since then

A good range of risk assessments was in place to support a safe environment.

This area for improvement has been met.

Previous area for improvement 2

To support children's health and wellbeing and to be in line with current infection prevention and control procedures, the childminder should ensure they have all necessary resources for nappy changing and follow nappy changing procedures at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11).

This area for improvement was made on 26 February 2025.

Action taken since then

The childminder had appropriate personal protective equipment (PPE). These approaches helped her to support good infection prevention and control practices.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Detailed evaluations

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Children experience high quality spaces	4 - Good
Children play and learn	5 - Very Good
Playing, learning and developing	5 - Very Good
Children are supported to achieve	5 - Very Good
Nurturing care and support	5 - Very Good

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